

## WARREN COUNTY BOARD OF SUPERVISORS

### COMMITTEE: **COUNTY CLERK - MOTOR VEHICLES**

DATE: JULY 24, 2006

Committee Members Present:	Pamela Vogel, County Clerk
Supervisors Kenny	Jodi Ross, Deputy County Clerk
Belden	Thomas Lynch, Records Storage Center
Sheehan	Manager
Bentley	Joan Parsons, Commissioner of
O'Connor	Administrative & Fiscal Services
	Carlene A. Ramsey, Sr. Legislative Office
	Specialist

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Mr. Kenny called the meeting to order at 11:45 a.m.

Motion was made by Mr. Belden, seconded by Mr. Sheehan, and carried unanimously to approve the minutes of the previous meeting, subject to correction by the Clerk.

Privilege of the floor was extended to Pam Vogel, County Clerk who greeted the Committee and explained the purpose of today's meeting was to report on recent grant activity. She explained that one LGRMIF (Local Government Records Management Improvement Fund) project was coming to a close, and she reported another project was approved for funding. Specifically, she noted the \$73,000 film conversion had successfully transferred 406,000 micro-film images (deed transfer documents) into digital format. This project would allow over 4 years worth of recorded deeds to be accessible via computer, she added.

Mr. Lynch reported the film conversion had gone rather smoothly, as he acknowledged the vendors in Dallas, Texas and Syracuse, New York had provided strong support. He invited the committee members to visit the Records Storage Center for a comprehensive tour.

Ms. Vogel pointed out the conversion of the documents into digital format had been a valuable learning experience for her staff. With more information available on the computer, she said she felt the County was providing a valuable service and presented a professional image for the Clerk's Office.

As for the LGRMIF grant recently awarded, Ms. Vogel reported Tom Lynch had served as a grant reviewer this year. Mr. Lynch pointed out he did NOT review the Warren County application, and he noted the LGRMIF had received \$21 Million in requests. With only \$11 Million to be awarded, he said he felt Warren County had done well to receive \$42,222 in funding.

Ms. Vogel reported the grant funds would be for Pistol Permit Management, as she pointed out Warren County served a large portion of the constituency with such permits. She mentioned the actual Pistol Permit had virtually remained unchanged since 1922. However, through the conversion to the computerized records, she said the Permits will receive an updated look. In addition, she pointed out her Deputy

Clerk, Jodi Ross, would be working closely with the software company representatives (from Gun Keepers); the Sheriff's Office; and Judge Hall as well. She said it was her understanding this was the first program of its kind to be funded by the State Archives.

Ms. Vogel presented a resolution request to amend the 2006 County Budget to increase estimated revenues and appropriations to include funds in the amount of \$29,040 received from the LGRMIF for the WC Clerk's Office. Motion was made by Mr. Belden, seconded by Mr. Bentley and carried unanimously to authorize the request to amend the budget, in the amount of \$29,040, and forward same to the Finance Committee. A copy of the Resolution Request form is on file with the minutes.

Ms. Vogel also reported the LGRMIF Grant Acceptance form would need to be signed by the Chairman of the Board and she presented the original to the Clerk of the Board.

Motion was made by Mr. Bentley, seconded by Mr. Sheehan and carried unanimously to authorize a resolution to accept the grant funds. *[Subsequent to the meeting it was determined the Resolution No. 625 of 2005 authorized acceptance of the grand funds and further action in this regard was not needed.]*

Next, Ms. Vogel requested permission to transfer funds from the Part-time Salaries (A.1410.130 and A.1665.130) into the Overtime Salaries (A.1410.120 & A.1665.120) in the amount of \$500.00 for both Budgets. She explained the overtime was due to her new staff members who traveled to Albany for service training and the document conversion project.

Mr. Kenny said he would entertain separate motions for each of the transfer requests.

Motion was made by Mr. Belden, seconded by Mr. Sheehan and carried unanimously to authorize the transfer of funds in the amount of \$21.70 from Supplies to Office Furniture (in the Co. Clerk's Budget A.1410) be forwarded to the Finance Committee.

Motion was made by Mr. Sheehan, seconded by Mr. Bentley and carried unanimously to authorize the transfer of funds in the amount of \$500.00 from Part-time Salaries to Overtime Salaries (A.1410) be forwarded to the Finance Committee.

Motion was made by Mr. Bentley, seconded by Mr. Belden, and carried unanimously to authorize the transfer of funds in the amount of \$500.00 from Part-time Salaries to Overtime Salaries (in the Public Records Budget A.1665 A.1665) be forwarded to the Finance Committee. A copy of the Request For Transfer of Funds is on file with the minutes.

Responding to Mr. Belden's questions regarding the current Mortgage Tax revenues, Ms. Vogel reported the County Clerk's Office had so far received approximately \$5.8 Million in 2006 as compared to \$11.9 Million for all of 2005.

Mr. Kenny pointed out the Mortgage Tax projection was always closely scrutinized at Budget time. In view of the booming real estate market in the past few years, he said they had been encouraged to raise the projections. However, he said he and Ms. Vogel

had been reluctant to raise them too much, knowing the market could change very quickly.

Ms. Vogel commented that once the August figures were known, she would have a better idea of how the rest of 2006 would look. Mr. Kenny pointed out the County Clerk's Committee would meet on August 25<sup>th</sup> to review the 2007 Budget requests.

Mr. Kenny reported that Ms. Vogel and Ms. Ross had been working with him to explore a new approach to customer service in the DMV (Department of Motor Vehicles). He noted that several years ago the DMV had adopted the numbered ticket approach to customer service.

Ms. Vogel acknowledged the ultimate goal of the DMV staff was to provide the most knowledge, accurate, and courteous service possible. She concurred with Mr. Kenny, that the numbered ticket system provided a good control for the first come, first served approach to the general public. However, she noted there was a variety of different types of DMV transactions, from the simple to the complex. She stated the DMV Information / Welcome Window had recently been re-activated after an absence of several years. She said the customers have seemed to appreciate getting a quick answer on types of identification, which form to use, etc.

In addition, Ms. Vogel reported that Saratoga County had recently been experimenting with an appointment system. She mentioned, Saratoga County had been running one window with an appointment system, which was well received by their customers. She said it was her understanding, that the customer provided a fair amount of information when setting up the appointment, and the appropriate amount of time was reserved for the customer. In the event the Appointment Window Clerk had a gap in appointments, she said, the Clerk was available to process other transactions.

Mr. Kenny suggested that Warren County could experiment with one morning and one afternoon for a few weeks, as a trial run. He anticipated the concept would be well received by the time-conscious customer.

Responding to questions from various Supervisors, Ms. Vogel explained she would like to set up a new work station as the Appointment Window, which would require a new DMV computer system. However, she said she felt the staff numbers were adequate for the time being. Ms. Ross commented that the Information Window would remain open, while another staff member ran the Appointment Window.

Ms. Vogel further commented there was one remaining DMV vacancy yet to be filled. The new staff training was coming along well, she said and she anticipated hiring the remaining staff member in the near future. At this point, she stated she felt the staff numbers could remain where they were.

Mr. O'Connor said he was in favor of both of the new recommendations. He noted he had visited the DMV a number of times in the past few months, and he commended

the staff for the helpful, courteous service he had received. However, he said he was somewhat concerned the Appointment Window would be properly identified so that customers with a numbered ticket would understand the difference in service.

Mrs. Parsons left the meeting at 12:18 p.m.

Ms. Ross concurred with Mr. O'Connor's sentiments yet she reported the Express Window had been well understood and well received. She agreed that proper signage would be needed. Mr. Kenny said he felt the general public would learn very quickly to call for an appointment for their next transaction.

General discussion ensued.

Next, Ms. Vogel reported her final item of business related to the telephone system. She noted the DMV had averaged 5,000 phone calls a month, which generally consume 162 hours out of a 180 hour working month. She estimated that 75% of the incoming calls were generally looking for the Office hours.

Ms. Vogel continued to report that Saratoga County used a very low-key phone message. She suggested Warren County could try something similar, with a very short greeting such as "You have reached Warren County DMV, our hours are ..., please stay on the line for the next available Clerk." She queried whether or not the Committee would approve such a telephone greeting, so long as it was short and automatically proceeded to a live person.

Following a brief discussion, it was the consensus of the Committee to approve the use of a short, 10 second telephone greeting in the DMV Offices.

Ms. Vogel explained she had consulted with the Telecommunications Analyst, Scott McLaughlin, to verify the phone system could be programed accordingly. She commended Mr. McLaughlin on his knowledgeable, professional approach to his work.

In addition, Ms. Vogel acknowledged that the Buildings and Grounds Department had recently painted the handicapped parking spaces in the DMV parking lot. She extended her appreciation for the professional appearance and commended her staff for their compliance with the employee parking area at the back of the lot. She acknowledged the various Supervisors' positive comments regarding her staff, and said she felt Ann Marie Corcoran, Motor Vehicles Supervisor, lead a very capable, knowledgeable staff.

There being no further business to come before the Committee, on motion by Mr. Belden and seconded by Mr. Bentley, Mr. Kenny adjourned the meeting at 12:31 p.m.

Respectfully submitted,  
Carlene A. Ramsey, Sr. Legislative Office Specialist

